



VOLUNTEER MANUAL

This document is for all new volunteers
for the City of Eau Claire, Wisconsin.

Revised April 2017

Approved by: Recreation Manager

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Welcome!

On behalf of the City of Eau Claire Parks, Recreation & Forestry, I would like to take this opportunity to thank you for your interest in volunteering and making a positive difference in our community! With your commitment to volunteer, you have joined the ranks of over 1,000 individuals and groups who annually donate their time and talents to support our vision and mission of service.

Active participation by citizens – like yourself, is critical and a key component to the success of our nationally recognized department. Volunteers bring a wealth of skills, knowledge and experience that enables us to provide services and programs that would not otherwise be possible. From “coaching to trail blazing” - volunteers are truly our *community champions* and one of our greatest assets!

It is our goal to provide you with a rewarding experience that integrates your service with department needs in a safe and sound setting. With that goal in mind, the following handbook serves as a helpful tool in providing pertinent information and guidelines that will successfully introduce you to our Volunteer Program.

Thanks again for dedicating your time and talent toward making our community an exceptional place to live, work & play!

Sincerely,

A handwritten signature in cursive script that reads "Jeff Pippenger".

Jeff Pippenger, Community Services Director

Vision

Eau Claire is a vibrant city with exceptional quality of life and services.

Mission Statement

It is our mission to assure the common good through services essential for a safe, sustainable, engaged and healthy community.

Values

- Integrity
- Environmental and Fiscal Sustainability
- Service Excellence
- Transparency
- Enjoyment, Fun, Enthusiasm
- Vision
- Diversity
- Collaboration

Value Statement

The City delivers services in an ethical, professional, fair and transparent manner.

The Eau Claire City Council values each other and City staff by fostering a collegial, inclusive, respectful and engaging policy-making environment.

Eau Claire's City staff values innovative and responsive approaches to service delivery, and embraces a culture of continuous improvement.

The City values its employees and strives to recruit, retain and support the best workforce possible.

City of Eau Claire Overview

Eau Claire, located in north-western Wisconsin, about 85 miles east of Minneapolis-St. Paul, was incorporated in 1872 and currently has a population of over 65,000. The community has a diverse and expanding economic base in manufacturing, information technologies, health care, and retail trade. The city is home to the University of Wisconsin-Eau Claire as well as the Chippewa Valley Technical College. Eau Claire City Hall is located at 203 S. Farwell Street.

Eau Claire offers citizens a "one-stop" connection to volunteer service opportunities affiliated with the City of Eau Claire. Our goals of our Volunteer Program are:

- Connect people with opportunities to serve
- Build capacity for effective local volunteering
- Promote volunteerism
- Coordinate special service initiatives

By giving our community members these opportunities, we can help to build a community where people can thrive!

Eau Claire Parks, Recreation, & Forestry

Vision

Contribute to making Eau Claire a vibrant and healthy community.

Mission

To provide exceptional park, recreation and forestry services that will enrich our citizens and visitors.

Core Values

Accountability - To maintain open relationships with the community.

Responsive - To provide for the needs of others.

Ingenuity - To be innovative and creative.

Professionalism - To be qualified and prepared to work.

Honesty - To be open and transparent.

Health - To provide quality opportunities for physical fitness and activity.

Environmentalism - To provide healthy spaces and places.

Security - To enforce rules fairly and consistently.

Safety - To minimize accidents.

Explorative - To Learn new ways to enhance services.

Important Numbers and Contact Information

City of Eau Claire Parks, Recreation, & Forestry

Hobbs Ice Arena
915 Menomonie Street
Eau Claire, WI 54703

Carrie Ottum, Recreation Program Supervisor

(715) 839-5032
Carrie.Ottum@eauclaire.gov

Dawn Comte, Recreation Manager

(715) 839-5032
Dawn.Comte@eauclairewi.gov

Use of Volunteers

Volunteers will be used by the City of Eau Claire in four main areas.

1. **Event Volunteer** (one-day): In individual will volunteer for the City of Eau Claire Parks or Recreation These events include; but are not limited to, community service events, clean-up events, parades, holiday events, and family events. The role of the event volunteer is to follow event policies and procedures.
2. **Volunteer Youth Coaches** (long-term): The Volunteer Coach will be responsible for supervising and instructing participants during practices and games. Design and implementation of weekly practice plan. Demonstrate various skills to participants on proper methods and strategies of play. Communicate with staff, participants and parents in a professional manner.
3. **Specialized Recreation Program Volunteer** (long-term): The volunteer will assist the Program Planner with execution of the specialized program. They will assist participants in the program as directed by the supervisor to include serving food and drink, games, and program activities.
4. **Program Instructor/Assistant-** (one day or long-term) The volunteer will assist the lead instructor with implementing the lesson plan, set-up and take-down and interact with program participants.
5. **Concession Stand Volunteer** (one day or long-term) They will be serving food and drink to the public. The role of the Concession Stand Volunteer is to follow approved sanitation policies and procedures.

Volunteer Opportunities

The City of Eau Claire has both on-going and single day volunteer opportunities for individuals or groups. Highlights of our most common volunteer opportunities are listed below. For a complete listing of volunteer opportunities and specific volunteer position descriptions, please visit our website at <http://www.eauclairewi.gov/volunteer>.

Recreation Opportunities

Program Instructor/Assistant (year-round)
Youth Sport Coaches (year-round)
Specialized Recreation Programs (year-round)
Special Events (varies)

Park & Forestry Opportunities

Adopt-A-Park/Trail (year-round)
Group Park Projects (varies based on season)

Special Event Opportunities

Amazing Eau Claire Clean-Up (April)
Operation Blanket Eau Claire (March-October)
4th of July Celebration
National Night Out (August)

Make A Difference Day (October)
Clearwater Winter Parade (December)
New Year's Eve Family Skate (December 31)

Becoming a Volunteer

Application/Agreement

All volunteers must complete the Volunteer Application & Agreement before volunteering with the City. If a volunteer is under 18 years of age, the application must be completed by a parent or legal guardian.

Background Check

The City of Eau Claire reserves the right to conduct background checks, which includes, but is not limited to driving record, criminal record, etc. Background checks may be conducted annually. Background checks will be made for all volunteers who work routinely with vulnerable populations, especially youth, senior adults and persons with disabilities.

Placement

Once you have been approved as a volunteer, we will place you in a volunteer position according to your position request, your skills and city need. If your placement is not meeting your needs or expectations, please contact your supervisor and/or the Volunteer Coordinator. We will do our best to find another opportunity with a better fit.

Training

All permanent volunteers should receive a position description outlining their responsibilities. Volunteers will receive training and supervision appropriate to their position.

Supervision

Volunteers will be assigned a supervisor according to the position. The supervisor will provide an orientation and will keep ongoing communication with the volunteer. The supervisor will be listed on the position description. The volunteer may at any time contact the Volunteer Coordinator if there are conflicts with the supervisor of their position.

Volunteer Recruitment, Selection, Orientation, Training and Retention

Recruitment

Volunteer recruitment is done in several ways:

Advertisement of positions in monthly newsletter and emails.

Posting of positions on City of Eau Claire Facebook page.

Attending volunteer fairs.

Word of mouth.

Volunteer Tracker Management System.

Selection

One-time event volunteers may fill out an application. This can be a Volunteer Interest Form or specific event form. They are not interviewed for their positions. They are not required to perform a background check.

Long-term volunteers must fill out an online application. A background check will be performed on volunteers that will be working routinely with vulnerable populations, especially youth, senior adults and persons with disabilities. Volunteers will meet with the Program Director for an interview before being approved for the position.

Orientation

One-time event volunteers will receive orientation for the event the day of the event. They will also receive an email the week of the event reminding them of time and location of the event.

Long-term volunteers will receive an orientation to their position before they begin. They will also receive an orientation of the facility that they will be working at.

Training

One-time event volunteers will receive training the day of the event according to their duties. They will be trained to maintain safety while working.

Long-term volunteers will receive training before their first day of beginning their position. They will be trained according to the standards of duties they will be performing to create a safe environment for themselves and the participants.

Retention

Volunteers have the opportunity to fill out a year-end survey provided by the Volunteer Coordinator. If they are in a position that receives evaluations, they will have the opportunity to rate the program.

Volunteers receive volunteer recognition gifts as well as public recognition when possible.

Volunteer Policies and Procedure

Purpose of Volunteer Policies

These policies are written to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Our agency reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes or exceptions to these policies may only be granted by the Volunteer Coordinator and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Volunteer Coordinator and the Recreation Manager.

Definition of 'Volunteer'

A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the agency. A "volunteer" must be officially accepted and enrolled by the agency prior to performance of the task. Unless specifically stated, volunteers shall not be considered as "employees" of the agency.

Attendance/Absence

All volunteers should arrive on time for their agreed upon work schedules. Volunteers are asked to please advise their program supervisor of an absence as far in advance as possible.

Dress Code

Volunteers, like staff, are responsible for presenting a good image to the public. Volunteers should dress appropriately for the conditions and performance of their duties. Some positions may require a uniform.

Illness/Personal Health

Your direct supervisor should be notified as soon as possible if you are unable to report to your volunteer assignment. If your direct supervisor is unavailable, please contact the Parks and Recreation Administrative office at (715) 839-5032.

First Aid / Emergency Procedures

In the case of an emergency, complete first aid to the level of your training. If the injury is serious, call 911. If a staff member is available, please assist that individual in an emergency by obtaining first aid supplies / blood borne pathogen kits and assisting with crowd control. First aid kits and blood borne pathogen kits are located at most program locations. Accident Report Forms must be completed within 24 hours of an incident. Please contact your supervisor to complete the form.

Reporting Hours

It is important to track volunteer hours. You may be asked to record your hours.

Vandalism/Damage to Equipment

Any unsafe situation, including broken glass, vandalism, broken playground equipment or other unsafe conditions should be reported to your supervisor immediately. Instructions will be given to you by your supervisor to remedy the situation. Any graffiti or signs of vandalism must be reported and fixed ASAP. Please call the appropriate office or your supervisor to report damage to equipment, grounds, facilities, etc.

Supervision of Participants

At no time should a City of Eau Claire volunteer leave a program participant at a site unsupervised. Contact your supervisor if there is a reoccurring problem with a child not being picked up.

Volunteer Appreciation

Thank you to all our volunteers for giving their time to the City of Eau Claire! Many programs rely on volunteers to succeed. Volunteers are recognized through volunteer gifts, celebration of National Volunteer Week in April and public acknowledgement.

Evaluation

Volunteers will receive regular feedback and evaluation from their supervisor. In addition, the volunteer is encouraged to regularly communicate their needs and satisfaction of their volunteer experience with their supervisor or the Volunteer Coordinator.

Disciplinary Action

Volunteers who do not adhere to the Policies and Procedures as well as the Code of Conduct contained in this manual subject themselves to disciplinary action. The normal procedure for violations follow this order:

1. Oral reprimand
2. Written warning
3. Suspension
4. Termination from volunteer position

Considering the seriousness of the offense, discipline may begin any step. The above guidelines are not restricted to the Policies and Procedures contained in this manual. A volunteer will not be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff.

Computer Use

Most volunteers will not have computer access. If computer access is necessary for the volunteer position, e-mail and internet use is limited to business purposes. This means that the City expects staff and volunteers to use e-mail and the internet for business related purposes to research relevant topics, obtain useful business information and to communicate with peers and City specific agencies, companies, forums and listservs. The City insists that staff and volunteers conduct themselves honestly and appropriately on the internet and respect the copyrights, software licensing rules, property rights, privacy and prerogatives of others, just as they would in any other city dealings. All City policies apply to staff and volunteer conduct on the internet, especially (but not exclusively) those that deal with intellectual property protection, privacy, misuse of City resources, sexual harassment, information and data security and confidentiality.

The Electronic Communications Policy/Internet Usage can be referenced on the City Intranet, please ask your supervisor to access this for you.

Alcohol / Drug Use

Drinking of alcoholic beverages or the use of harmful and illegal drugs while on the job is prohibited. The City of Eau Claire will expect all volunteers to arrive to work in a physically sound working condition. Volunteers not arriving to work in a physically sound condition will be sent home and could be dismissed immediately. Volunteers may not bring alcohol or drugs to any Eau Claire facilities.

Use of City Equipment

No city-owned equipment, vehicles, tools, supplies, machines or other items which are the property of the City of Eau Claire shall be used for personal use by any volunteer.

Smoking

In accordance with City Ordinance Chapter 8.05, smoking is prohibited throughout the workplace. No person shall smoke or carry any lighted cigar, cigarette, pipe or any other lighted smoking equipment in any enclosed, indoor areas in City buildings or in or on any City vehicle or equipment. In exterior areas of City-owned buildings, no smoking is allowed within twenty feet of an access point or forty feet from any building air intake system. This policy applies equally to all employees, customers, visitors and volunteers.

Religious and Cultural Differences

It is extremely important to recognize that people have religious and cultural backgrounds that may be very different from yours. It is important to remain non-judgmental, as you will encounter people with different customs, values, traditions, and practices. These differences need to be respected.

Sexual Harassment

Sexual harassment will not be tolerated. Volunteers who feel they are victims of harassment should contact their supervisor or the Volunteer Coordinator. All harassment complaints will be handled in a confidential manner and we will not retaliate against any individual for reporting a claim of harassment or cooperating with an investigation. It is the policy to provide protection to female and male staff, volunteers and individuals served against sexual harassment and/or hostile work environments.

Sexual harassment is described as unsolicited, unwelcome, non-reciprocal behavior. It may range from inappropriate sexual innuendoes to coerced sexual relations. Sexual harassment may also include, but is not limited to, the behaviors or actions below, which are directed at the victim or said in the victim's presence:

1. Unsolicited verbal sexual comments and harassment
2. Inappropriate sexual or gender-related jokes
3. Inappropriate discussion of sexual interactions
4. Subtle pressure for sexual activity
5. Inappropriate comments about a person's body or sexual activities
6. Distribution of or sharing of sexually related materials (i.e. cartoons, magazines, videos)
7. Sexually related communications via email or voicemail
8. Patting, pinching, or unnecessary touching
9. Demanding sexual favors

Other Harassment

No volunteer or participant shall, on the basis of race, sex, creed, national origin or disability, be denied equal access to programs, activities, services or benefits, or be limited in the exercise of any right, privilege, advantage, or opportunity.

Weather

Outdoor events may be cancelled due to weather. The City of Eau Claire Facebook and Eau Claire Parks & Recreation Facebook pages will be updated as the inclement weather arrives. If you have a question whether to report due to weather conditions, please contact 715-839-5032.

Volunteer Code of Conduct

- Participants are expected to exhibit appropriate behavior at all times. Be courteous and polite in all of my actions
- Show respect to all participant, staff, equipment, supplies and facilities. Any form of harassment will not be tolerated. Refrain from using foul language and causing bodily harm to other participants or staff.
- It is mutually and expressly understood that volunteer services shall be donated and that said volunteer is not entitled to nor expects any present or future salary, wages or other benefits for these voluntary services.
- Treat all individuals with a sense of dignity, respect, and worth. Make a personal commitment to be nonjudgmental about cultural differences, living conditions and the life-style of each person with whom I work.
- Avoid profane and abusive language and disruptive behavior that is dangerous to self and others.
- Abstain from the use of photo, audio or video recording equipment unless given consent.
- Respect all confidential information. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client or other person. Refrain from gossip.
- Do not pressure anyone to accept my political, cultural, or religious beliefs.
- Be dependable, recognizing the commitment and responsibility to my volunteer assignment. Be on time to my volunteer assignment and ready to participate.
- Accept assignments consistent with my interest, abilities, and available time.
- Accept assignments with an open mind and a willingness to learn.
- Avoid conflict of interest situations and refrain from actions that may be perceived as such. Volunteers should reveal any potential or actual conflicts of interest as they arise.
- Will not use possess, or be under the influence of alcohol or illegal drugs at any time.
- Abstain from all illegal activity.
- Wear appropriate clothing. All items of clothing must be suitable for the work environment and should not contain offensive or objectionable material.
- Follow safe workplace practices, including participation in applicable education sessions, using appropriate personal safety equipment and reporting accidents, injuries, and unsafe situations to a supervisor immediately.
- Report suspicious activities to the appropriate legal authorities.
- Be a team player. Keep an open mind and value the input and suggestions of my fellow volunteers, hosts, co-workers, and colleagues. Come to decisions democratically. Seek consensus.
- Be patient when working on group projects. React with grace when your idea is not the one chosen. Support your project to the best of your ability.
- DO NOT hug any participants. We have a no hug policy here. High fives and fist bumps are acceptable. This is for the safety of volunteers and participants.

Name (please print) _____

Signature _____

Date ____/____/____

Supervision and Evaluation of Volunteers

Supervision

One-time event volunteer supervision will be minimal. They may be checked on during the event, but this is not required. Some events will require volunteers to sign out equipment and that be returned at the end of the event, checking with the Volunteer Coordinator or designee as they do so.

Long-term volunteer supervision will be dependent on the position they hold. All positions where a volunteer will be working with youth and individuals with disabilities, a supervisor must be available to them while they are working. In other positions, immediate supervision is not necessary, but the supervisor must contact the volunteer periodically to be updated.

Youth Sport Coaches will not require a supervisor to be with them while coaching. They should be contacted by the Program Director throughout the season to ensure they are working well with players, other coaches and parents.

Evaluation

Short-term event volunteers will not be evaluated for their time.

Long-term volunteers, including youth sport coaches, will be evaluated at the end of their volunteer time or at least annually. A copy of the evaluation form is included on the next pages. The areas evaluated will be professionalism, responsibility and effectiveness. There will also be the opportunity for the volunteer to fill out their evaluation of the program at this time if they so see fit.

Recognition of Volunteers

Volunteers will be recognized for the time and skills they give to the City of Eau Claire. Special event and long-term volunteers' efforts are recognized with a personal thank you note after the event.

Each year, volunteers will be recognized during National Volunteer Week in April.

One-time event volunteers will be given a small volunteer appreciation gift.

Long-term volunteers will be given items, such as program t-shirts and/or Fairfax pool passes.



Volunteer Evaluation Form

Long-Term Volunteers

PART A: COMPLETED BY SUPERVISOR

Name: _____ Position: _____

Period of Evaluation: _____ Supervisor: _____

Rating scale: 1 = needs improvement 4 = very good
 2 = fair 5 = superior
 3 = good N/A = not applicable

1. PROFESSIONALISM

_____ Understands purposes and goals of organization

_____ Understands and complies with confidentiality

_____ Relates well with public

_____ Exhibits poise-in handling difficult situations

_____ Exhibits sincere interest and enthusiasm towards work

Comments: _____

2. RESPONSIBILITY

_____ Reliable about schedule and time commitment

_____ Completes assignments in a timely fashion

_____ Pays attention to detail when necessary

_____ Willing to take on assignments

Comments: _____

3. EFFECTIVENESS

_____ Welcome opportunities to learn information or procedures that will make work more effective

_____ Follows through on assignments

_____ Willing to ask questions when in doubt

_____ Uncovers and communicates all pertinent facts

Comments: _____

Benefits to agency from this volunteer's skills, experience and knowledge are: _____

Additional Comments: _____

Signature of Supervisor: _____ Date: _____

Signature of Volunteer: _____ Date: _____

City of Eau Claire Volunteer Program-2015 Year End Survey

Volunteer Satisfaction Survey 2015

Please complete the following questions regarding the Volunteer Program for the City of Eau Claire.

Thank you for your time.

1. Which events have you volunteered at for the City of Eau Claire?

- ☐ Amazing Eau Claire Clean Up
- ☐ Hands On Eau Claire
- ☐ Adopt-A-Trail, Park or Garden
- ☐ Operation Blanket Eau Claire
- ☐ Youth Sport Coach
- ☐ Recreation Program Instructor
- ☐ Glow Ride
- ☐ Make A Difference Day
- ☐ Clearwater Winter Parade and Family Fun Event
- ☐ Other (please specify)

2. Have you encountered any problems while volunteering for the City of Eau Claire?

3. How did you learn about volunteer opportunities available for the City of Eau Claire?

- ☐ Word of mouth

- ☐ Advertising/flyer/mailling
- ☐ City of Eau Claire website
- ☐ Email
- ☐ Volunteer Vision newsletter
- ☐ Other (please specify)

4. Do you plan to continue to volunteer with the City of Eau Claire?

- ☐ Yes
- ☐ No
- ☐ Unsure

Comment

5. What type of volunteer opportunities are you personally interested in?

6. What types of volunteer opportunities would you like to see created in the City of Eau Claire?

7. Do you like the Volunteer Vision newsletter?

- ☐ Yes
- ☐ No
- ☐ No opinion

8. Do you have any ideas or comments about the Volunteer Vision newsletter?**9. Do you have any ideas or comments on how to improve the Volunteer Program for the City of Eau Claire?****10. Your information (optional)**

Name	<input type="text"/>
Company	<input type="text"/>
Address	<input type="text"/>
City/Town	<input type="text"/>
State/Province	-- select state -- ▾
ZIP/Postal Code	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

Powered by

See how easy it is to [create a survey](#).



Volunteer Interest Form

Please complete this Volunteer Interest Form if you would like to become a City of Eau Claire volunteer. Once you complete the form, click the submit button at the bottom.

Name and address

First name:

Last name:

Title:

Street 1:

Street 2:

City:

State: Zip:

Home phone: ☐ OK to call me here

Cell phone: ☐ OK to call me here

Email address:

Demographic Information

You may optionally provide the following information. It is used only to help us get a better idea of the demographic make-up of our volunteers.

Date of birth: *

Age:

Gender:

Are you part of an organization who would like to volunteer? If yes, please name your organization.

Availability

Please indicate the days and times you are usually available to volunteer.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Morning: <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon: <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2/12/2016

Volunteer Interest Form

Evening: ☐ ☐ ☐ ☐ ☐ ☐ ☐
As Schedule Permits: ☐ ☐ ☐ ☐ ☐ ☐ ☐

- Assignment Preference:
- ☐ Amazing Eau Claire Cleanup [Volunteer Services]
 - ☐ Clearwater Winter Parade and Event [Volunteer Services]
 - ☐ Eau Claire Cares-Families Volunteering Together [Volunteer Services]
 - ☐ Football Coach [City of Eau Claire Recreation Program]
 - ☐ Hands On Eau Claire [Volunteer Services]
 - ☐ Hockey Coach [City of Eau Claire Recreation Program]
 - ☐ Make A Difference Eau Claire [Volunteer Services]
 - ☐ National Night Out [Volunteer Services]
 - ☐ Operation Blanket Eau Claire [Volunteer Services]
 - ☐ Recreation Program/Class [City of Eau Claire Recreation Program]
 - ☐ Soccer Coach [City of Eau Claire Recreation Program]
 - ☐ T-Ball Coach [City of Eau Claire Recreation Program]

Email Preferences

We like to keep volunteers informed of important news, schedules, and volunteer opportunities by email, however will not send you any email you prefer not to receive. Use the checkboxes below to select the kinds of email you would like to receive from us.

- What kinds of email would you like to receive?
- ☒ Electronic newsletters
 - ☒ Recruitment appeals

Continue

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City of Eau Claire

Volunteer Check List

(recruitment, orientation and termination)

- ☐ Review and update volunteer descriptions and volunteer postings
- ☐ Select candidates to interview for volunteer position
- ☐ Schedule interviews (contact candidates)
- ☐ Conduct the interview
 - Explain Volunteer Position (provide job description)
 - Provide Volunteer with Volunteer Manual
 - Provide “Background Disclosure Form” (have them sign it)
 - Provide “Coach Concussion Form” (in necessary, have them sign it)
 - Ask for availability
 - Verify Certifications (if necessary)
- ☐ Schedule Volunteer Orientation
- ☐ Request background check from Human Resources
- ☐ Complete Volunteer Orientation
 - Complete Program Administration
 - Review Rules & Expectations of Program
 - Discuss Program Plans & Program Resources
 - Address how to appropriately speak to participants of program
 - Review all necessary dates and schedules
 - Review equipment check out and return policy
 - Issue equipment and clothing (if necessary)
 - Discuss Communication Plan (retrieve contact information from volunteer & give out supervisor contact information (phone numbers, emails, best way to be reached)
 - Provide Program Rosters (if necessary)
 - Review Facility Site
 - Facility site orientation
 - Facility tours (if necessary)
 - Information and Emergency Action Plans
 - Weather Policy
 - Determine start date
- ☐ Monitor volunteer as needed throughout program
- ☐ Collect issued equipment and clothing (if necessary)
- ☐ Volunteer Recognition (thank you card, program picture, volunteer city pass)
- ☐ Log volunteer into volunteer database
 - Conduct volunteer performance assessment

City of Eau Claire

BACKGROUND CHECK DISCLOSURE

As part of the employment process, the City of Eau Claire will obtain consumer reports which may include a complete nation-wide background check into all court records and department of motor vehicle records as they relate to you. In some instances, credit information and educational institution records may also be accessed.

AUTHORIZATION

I, _____, authorize First Advantage and/or the Wisconsin Department of Justice, on behalf of the City of Eau Claire, to procure a consumer report, which I understand may include information regarding my credit history, court records, department of motor vehicle records, and educational institution records. I understand that I will be notified by the City of Eau Claire if information obtained in this consumer report becomes a factor in the hiring decision. I also understand that I will receive a copy of the consumer report before any adverse action is taken.

Applicant Signature

Date



Eau Claire Parks, Recreation & Forestry

JOB DESCRIPTION

TITLE: Specialized Recreation Program Volunteer
DEPARTMENT: Community Services
DIVISION: Recreation
REPORTS TO: Specialized Program Planner
POSITION CODE: Volunteer
DATE: May 2016

General Function

- Assist Specialized Program staff during program
- Assist Specialized Program participants during program
- Communicate with staff, participants and parents/guardians in a professional manner

Position Scope

This position reports to the Specialized Program Planner. The role of the Specialized Program volunteer is dependent on program's plan of operation.

Essential Functions

- Provides high quality customer service and interaction with participants.
- Assist with execution of program.
- Perform assigned program responsibilities.
- Maintains safety standards and report as necessary.
- Assist with set-up and clean-up of program as necessary.

Non-Essential Functions

Performs related duties as required

Supervision/Direction Received

Specialized Program Planner

Supervision/Direction Exercised

Not applicable

Background Check

Continuing volunteer

Work Environment

Work may occasionally demand light lifting of up to 50 pounds. Volunteers may be assigned various tasks to include: set-up, clean-up, concessions/food prep, food and drink service and program participant contact.



JOB DESCRIPTION

TITLE: Volunteer T-Ball Coach

DEPARTMENT: Community Services

DIVISION: Recreation

REPORTS TO: Program Planner

POSITION CODE: Volunteer Coach

DATE: February 2016

General Function

This position is responsible for the education of each member of the youth athletic team.

Position Scope

This position reports to the Program Planner. The Volunteer Coach is responsible for developing enjoyable and informative practices/games in an organized manner.

Essential Functions

The Volunteer Coach will be responsible for supervising and instructing participants during practices and games. Design and implementation of weekly practice plan. Demonstrate various skills to participants on proper methods and strategies of play. Communicate with staff, participants and parents in a professional manner.

Non-Essential Functions

Performs related duties as required

Supervision/Direction Received

Program Director

Supervision/Direction Exercised

Not Applicable

Work Environment

Work is mainly done outside, with occasional light lifting.

JOB DESCRIPTION

TITLE: Volunteer Soccer Coach
DEPARTMENT: Parks & Recreation
DIVISION: Recreation
REPORTS TO: Program Planner
POSITION CODE: Volunteer Coach
DATE: February 2016

General Function

This position is responsible for the education of each member of the youth athletic team.

Position Scope

This position reports to the Planner. The Volunteer Coach is responsible for developing enjoyable and informative practices/games in an organized manner.

Essential Functions

The Volunteer Coach will be responsible for supervising and instructing participants during practices and games. Design and implementation of weekly practice plan. Demonstrate various skills to participants on proper methods and strategies of play. Communicate with staff, participants and parents in a professional manner.

Non-Essential Functions

Performs related duties as required

Supervision/Direction Received

Program Planner

Supervision/Direction Exercised

Not Applicable

Work Environment

Work is mainly done outside, with occasional light lifting



City of Eau Claire

JOB DESCRIPTION

TITLE: Concession Stand Volunteer
DEPARTMENT: Parks & Recreation
DIVISION: Recreation
REPORTS TO: Concession Stand Manager
POSITION CODE: 003
DATE: January 2016

General Function

Has positive communications with the customers, encouraging their business at the stand. Communicates with the Concession Manager
Promotes new products and daily specials.

Position Scope

This position reports to the Concession Stand Manager. The role of the Concession Stand Volunteer is to follow approved sanitation policies and procedures.

Essential Functions

Sells concession products.
Prepares concession product for sale.
Maintains safe-serve food handling practices and sanitary conditions in the stand.
Performs maintenance and general housekeeping of concession stand according to Health Department Standards.
Provides high quality customer service.
Maintains safe operation and cleaning of all concession equipment.

Non-Essential Functions

Ability to make general arithmetic computations accurately and with reasonable speed. Possess strong oral and written communication skills.
Ability to operate basic concession equipment.
Possess strong customer service skills.
Ability to move 50 lbs. or less of concession product.

Supervision/Direction Received

Concession Stand Manager

Supervision/Direction Exercised

Not applicable

Background Check

No

Work Environment

Work is mainly sedentary with occasional light lifting of up to 50 pounds. Volunteers may be assigned to work at any of the three concession stands in our department (Carson Park, Fairfax Municipal Pool or Hobbs Municipal Ice Center) as needed.

JOB DESCRIPTION

TITLE: Event Volunteer
DEPARTMENT: City of Eau Claire
DIVISION: Recreation, Parks
REPORTS TO: Volunteer Coordinator
POSITION CODE: 001
DATE: January 2016

General Function

Has positive communications with the customers
Communicates with the Event Manager

Position Scope

This position reports to the Volunteer Coordinator. The role of the event volunteer is to follow event policies and procedures.

Essential Functions

Assist with event set-up.
Perform assigned event responsibility
Maintains safety standards and report as necessary
Provides high quality customer service.
Assist with clean-up, restocking, or any other closing need.

Non-Essential Functions

Ability to make general arithmetic computations accurately and with reasonable speed.
Possess strong oral and written communication skills.
Ability to operate basic concession equipment.
Possess strong customer service skills.
Ability to move 50 lbs. or less.

Supervision/Direction Received

Volunteer Coordinator

Supervision/Direction Exercised

Not applicable

Background Check

No

Work Environment

Work is mainly sedentary with occasional light lifting of up to 50 pounds. Volunteers may be assigned various event work to include: park maintenance, gardening, set-up, clean-up, concessions/food prep, admissions, crowd control, booth/station, or any other area as needed.



JOB DESCRIPTION

TITLE: Park Pride Volunteer
DEPARTMENT: City of Eau Claire
DIVISION: Parks & Forestry
REPORTS TO: Community Services Supervisor
POSITION CODE: 005
DATE: September 2017

General Function

- Provide support in park and trail maintenance and clean-up.
- Assist Park staff with seasonal maintenance tasks.
- Adhere to safety standards and policies.

Position Scope

This position reports to the Community Services Supervisor. The role of the Specialized Program volunteer is dependent on the parks needs

Essential Functions

- Provide parks and trails clean-up support.
- Perform as crew members on parks and trails maintenance.
- Assist with the control of invasive species and planting of native species.
- Complete special or seasonal maintenance tasks as needed.
- Maintains safety standards and report as necessary.

Non-Essential Functions

Performs related duties as required

Supervision/Direction Received

Community Services Supervisor

Supervision/Direction Exercised

Not applicable

Background Check

Yes

Work Environment

Work may occasionally demand light lifting of up to 50 pounds. Volunteers may be assigned various tasks to include: wedding, planting, lifting, bending, kneeling, standing, and walking